

## Service Area VI Quality Improvement Committee Meeting – September 16, 2009

Type of Meeting	Service Area 6 Quality Improvement Committee		Date	September 16, 2009	
Place	Kedren Community Mental Health Center 4211 S. Avalon Blvd, Los Angeles 90011		Start Time	9:00 a.m.	
Chairperson	Kimberly Spears, Chairperson/Erica Melbourne, PsyD, Co-Chair		End Time	11:00 a.m.	
Members Present	Kimberly Spears, DMH SA6 Adm; Erica Melbourne, Los Angeles Child Guidance; Julie Elder, SCHARP/Barbour & Floyd Medical Assn; Corp; Terry Robinson, Children's Institute; Mimi Nguyen, Asian Pacific Residential Treatment Program; Donna Rogue, DREW CDC; David Kneip, Exodus Recovery; Erick Motano, Exodus Recovery; Desiree Odom, Didi Hirsch; Victoria Polk, Barbour & Floyd; Alonda Doss, SCHARP; Wendy Romo, 1736 Family Crisis Center; lanthe McMichael, SCHAPR FSP; Luz Quintana, Personal Involvement Center; Carmen Haley, Alafia; Jan Nolan, LAUSD; Rosary Woods, Kedren Community Mental Health Center; Yvette Moore, Shields for Families; Jaime Sheehan, Shields for Families; Lisa Harvey, Hollygrove/EMQ; Anthony Cooksie, DMH; Teri Bartlett, Contemporary Parenting Institute; Richard Hughes, Personal Involvement Center; A. Kausar, DMH; Elizabeth Echeverria, SCHARP; Elva Gutierrez, The Guidance Center; Joeline Friestad, Compton Family MH Services; Jessica Davis, Star View Community Services; Genevieve Morgan, L.A. Guild Guidance; Terry Robinson, Children's Institute; Carl Levinger, Specialized Foster Care, DMH; Cathi Collins, Counseling 4 Kids;				
Members Absent	Thang Nguyen, DMH;				
DMH Support					
Agenda Item & Presenter	Discussion and Findings		Decisions/Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date	
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.			Kimberly Spears, Chair	
Review of Minutes	Minutes of the June 17 and July 15, 2009 meetings were approved as read.			SA 6 Membership	
Frequently Asked Quality Assurance and Improvement SA6 Questions -Dr. Erica Melbourne	Dr. Melbourne introduced a draft of the new Service Area Six Newsletter, "Service Area Six – Frequently Asked Quality Assurance & Quality Improvement Questions" to the membership. The newsletter will answer frequently asked questions, as well as indicate where to access the information.		Ms. Spears and Dr. Melbourne collaboratively answered the questions.	SA 6 QIC Membership	

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**September 16, 2009**

Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations /Actions/Scheduled Tasks	Person Responsible / Due Date
	<p>The third page of the newsletter contains announcements of upcoming meeting and conferences. Service Area Six hosts the following meetings monthly:</p> <ol style="list-style-type: none"> <li>1. QIC – 3<sup>rd</sup> Wednesday of every month at Kedren.</li> <li>2. Executive Providers meeting – 2<sup>nd</sup> Thursday of every month at West Central.</li> <li>3. SAAC meeting – 3<sup>rd</sup> Thursday of every month at West Central.</li> <li>4. Impact meeting – 2<sup>nd</sup> Tuesday of every month at West Central.</li> <li>5. SA6 Case Managers Housing Consortium meeting – 4<sup>th</sup> Thursday of every month at West Central.</li> </ol>		
QA/QI Updates – Kimberly Spears	<p><u>EPSTD Audits</u></p> <p>Three EPSTD Audits have been conducted thus far:</p> <ol style="list-style-type: none"> <li>1. Tesse Cleveland Community Services,</li> <li>2. Children's Institute, and</li> <li>3. Personal Involvement Center.</li> </ol>		

**Service Area VI Quality Improvement Committee Meeting -3  
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Agenda Item & Presenter	Discussion and Findings	Decisions/Recommendations /Actions/Scheduled Tasks	Person Responsible / Due Date
	<p><u>County of Los Angeles – Performance Outcomes Report Executive Summary for Survey Period May &amp; November 2008</u></p> <p>SA6 did well on five out of 7 subscales and is improving.</p> <p><u>Culturally Competent QIC</u></p> <p>Ms. Spears reported she has been attending these meetings, and they are preparing for the Medi-Cal Oversight Protocol and Review –Audit for Los Angeles County DMH.</p> <p>The audit will include all adults 18-59 and some of the TAY clients.</p> <p>All culturally competent committees are working to ensure that DMH is culturally competent when it comes to providing mental health services.</p> <p><u>Change of Provider Requests</u></p> <p>These can be emailed as follows: <a href="mailto:Patientsrightsoffice@dmh.lacounty.gov">Patientsrightsoffice@dmh.lacounty.gov</a>.</p> <p><u>Conferences and Trainings</u></p> <p>October 16, 2009 – 15<sup>th</sup> Annual Asian American Mental Health Training Conference.</p>		SA6 Membership

**Service Area VI Quality Improvement Committee Meeting - 4**  
**September 16, 2009**

<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions/ Recommendations Actions/Scheduled Tasks</b>	<b>Person Responsible / Due Date</b>
<p><b>Presentation – “Managing Clinical Risk” by Mary Ann O'Donnell, RN, M.N., DMH Clinical Risk Manager</b></p>	<p>Ms. O'Donnell's presentation provided an overview of clinical risk management from a quality improvement and loss prevention perspective.</p> <p>Ms. O'Donnell reported that out of 70,000 clients 300 incident reports are filed each year. DMH has classified 10 clinical incidents, as follows:</p> <ol style="list-style-type: none"> <li>1. Client death, other than suspected or known medical cause or suicide,</li> <li>2. Client death, suspected or known medical cause,</li> <li>3. Client death, suspected or known suicide,</li> <li>4. Suicide attempt requiring EMT (emergency medical treatment),</li> <li>5. Client sustained an intentional injury by self or other client requiring EMT,</li> <li>6. Client injured another person who required EMT,</li> <li>7. Homicide by individual,</li> <li>8. Medication error or Adverse Medical event,</li> <li>9. Alleged individual abuse by staff, and</li> <li>10. Possibility or threat of legal action.</li> </ol> <p>Contractors are asked to report incidents within two business days to DMH.</p>		

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Agenda Item & Presenter	Discussion and Findings	Decisions/ Recommendations Actions/Scheduled Tasks	Person Responsible / Due Date
	For additional information on clinical risk issues, reporting of clinical incidents, documentation of at-risk individuals and management of at-risk individuals, Ms. O'Donnell can be reach at (213) 637-4588 or by email at <a href="mailto:modonnell@dmv.lacounty.gov">modonnell@dmv.lacounty.gov</a> or at the DMH website: ( <a href="http://dmh.lacounty.gov/ToolsforClinicians/ClinicalPractice/Clinicalguidelines.html">http://dmh.lacounty.gov/ToolsforClinicians/ClinicalPractice/Clinicalguidelines.html</a> ) for: DMH parameters, Clinical Incident Report, (CIR), "Preventing and Coping with Adverse Outcomes - A Guide for Managers," and other information.		
Structuring a QA/QIC Program QA/QI Binders - Kimberly Spears	Ms. Spears again reminded the membership that the Binders containing this information for each agency are <u>Past Due</u> .		
Announcements - Kimberly Spears	December 2009 DMH will have a new website.		

Respectfully submitted,

  
 Kimberly Spears, Chair

10/21/09  
 Date

  
 & Erica Melbourne, Co Chair

10/21/09  
 Date